

# Marriott Vacations Worldwide Secures the Browser with Jscrambler



Marriott Vacations Worldwide (MVW) enhances visibility and control over its client-side environment after meeting the PCI DSS requirements 6.4.3 and 11.6.1 with Jscrambler's Webpage Integrity (WPI).

## About Marriott Vacations Worldwide

Marriott Vacations Worldwide is a global vacation company that offers vacation ownership, exchange, rental, and resort and property management, along with related businesses, products, and services. The company has a diverse portfolio that includes seven vacation ownership brands. It also includes exchange networks and membership programs, as well as management of other resorts and lodging properties.

### Headquarters

Orlando, Florida, USA

### Use cases

PCI DSS v4 compliance

### Industry

Hospitality

With Jscrambler since 2024

## Challenge

As a large, digitally driven organization operating in a highly regulated environment, Marriott Vacations Worldwide faces increasing pressure to protect customer data, especially credit card data, across complex web environments, particularly in the browser. Like many enterprise organizations, MVW relies on numerous third-party scripts and marketing tags to deliver personalized experiences and optimize performance. However, this growing client-side ecosystem introduces visibility and control challenges, such as shadow IT and unvetted third-party vendor scripts introduced by marketing and sales teams.

Despite MVW's size and global footprint, PCI compliance is managed internally by a lean team responsible for six separate entities. Any solution would need to streamline oversight, not add new manual processes. Although MVW already had multiple CDNs, TJ Goldsmith, PCI Compliance Program Director, explains why his team opted out of using them for PCI DSS v4 compliance.



**"I could not have a solution that only promises to support compliance with 6.4.3 and 11.6.1. And I always ask, 'How do you support that?' And it's 'Well, you can run all these reports, and you can dice it this way, and you can analyze it...'. That kind of manual work was something that we needed to avoid. We needed a solution that literally directly met 6.4.3 and 11.6.1. And we did not find that with the CDNs."**

TJ Goldsmith, PCI Compliance Program Director at Marriott Vacations Worldwide



The scale of the scope challenge to discover all the payment pages became especially clear during their internal discovery work: “We did a complete inventory of our web-based payment pages that accept credit cards. That was not an easy task to accomplish. Full disclosure, it took 9 months here for us to discover every single web-based page where we accept credit cards. That kind of just talks to the complexity of the organization.”

The core challenge wasn’t simply tracking scripts; it was maintaining continuous visibility and control across a large, evolving digital footprint with a small team managing compliance for multiple entities simultaneously.

## Solution

The MVW team was aware of PCI DSS requirements 6.4.3 and 11.6.1 early on and used the on-ramp period to identify a solution. MVW’s websites are highly dynamic, with marketing sites frequently updated, and marketing and sales teams often perform site refreshes outside of IT. The team needed a solution that directly met 6.4.3 and 11.6.1, which ruled out options like a CDN or a combination of CSP and SRI due to the required learning curve and manual effort.

After evaluating various approaches, MVW selected Jscrambler’s Webpage Integrity (WPI) product to meet the requirements 6.4.3 and 11.6.1 and improve third-party script control in its browser environment.

**“Through the entire process and even up to today, I found the transparency, the ease in communication with Jscrambler, and honesty through the whole thing extremely valuable. I’m very happy with the selection of Jscrambler.”**

TJ Goldsmith, PCI Compliance Program Director at Marriott Vacations Worldwide



There are several key reasons why MVW selected Jscrambler. First and foremost, the solution directly addressed PCI DSS requirements 6.4.3 and 11.6.1, aligning closely with the organization’s compliance objectives. Despite managing 15 payment pages across a complex enterprise environment, deployment was straightforward and efficient. The user interface and dashboard were intuitive, with a virtually flat learning curve for both the compliance lead and SOC analysts. Jscrambler’s transparency in communication and honesty were the qualities that were especially important given MVW’s highly risk-averse approach to vendor partnerships. The team also secured coverage for all 15 payment pages at a mutually agreed price, with implementation completed on time and under budget.



By automating client-side monitoring, the solution eliminated the need for manual oversight and significantly reduced operational burden. Its seamless integration with the SIEM provided effective visibility without generating excessive alerts. The intuitive UI also made it easy to manage approvals and push business justifications directly to stakeholders, streamlining governance across teams. TJ mentioned that the solution included what he called a “panic button” feature that allows certain third-party scripts to be instantly cut off from data access without impacting performance. Essentially, the Jscrambler platform provides granular control over third-party scripts, enabling MVW to restrict access to sensitive data while still allowing third-party services to function as intended.

TJ noted that, given the organization’s complexity, the journey was not easy. However, the Jscrambler team made the whole process smooth and pain-free: “Early on, it was a pleasure to work with Jscrambler. Jscrambler really stepped up for us. We have more than 15 unique codebases. It was difficult, but it worked out well for us.”

### Top Jscrambler features and capabilities

Granular control over third-party scripts	Intuitive UI and minimal learning curve	Low-noise alerting
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### Results

Marriott Vacations Worldwide achieved full compliance with PCI DSS v4 requirements 6.4.3 and 11.6.1 ahead of the enforcement deadline. As TJ shared, **“We were 100% compliant before we needed to be.”** Just as importantly, the solution significantly reduced internal burden: a three-person PCI team can now manage client-side compliance across six entities without relying on manual reporting or adding operational strain, enabling them to focus on broader security priorities.

A portrait of TJ Goldsmith, a middle-aged man with short grey hair, wearing a light blue button-down shirt.	<p><b>“We haven’t found anything else out there in the market today that provides all of the benefits from the length of time Jscrambler’s been at this to the ease of use of this solution, and directly meeting the PCI requirements.”</b></p> <p>TJ Goldsmith, PCI Compliance Program Director at Marriott Vacations Worldwide</p>
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Answering the question about whether Jscrambler's product achieved all the objectives set out for it, TJ replied: "Yes, absolutely, in every regard. It directly meets requirements 6.4.3 and 11.6.1. And I haven't really touched on Jscrambler's lifecycle over time either. The product has gone through many improvements. We're starting to lean more into what I refer to as 'automation intelligence'. For me, AI is automation intelligence, not necessarily artificial intelligence. We're looking forward to leveraging some of the [AI aspects](#) in the platform as well."

By implementing Jscrambler, Marriott Vacations Worldwide achieved:



#### **Evidence of Compliance**

Compliance with PCI DSS 6.4.3 & 11.6.1, ease of demonstrating/providing evidence of compliance



#### **Visibility & Control**

Enhanced visibility & control over all payment pages across all brands



#### **Full Client-Side Protection**

Platform leveraged by other internal teams outside of PCI Compliance



#### **Improved Risk Posture**

Improved risk posture through real-time script monitoring and header integrity validation

For Marriott Vacations Worldwide, client-side protection was not simply about checking a compliance box. It was about protecting 160 card data flows across six distinct entities, managing dynamic marketing environments, reducing operational burden, and preserving brand trust. With Jscrambler, MVW implemented a solution that did all that while keeping a lean compliance team efficient.